

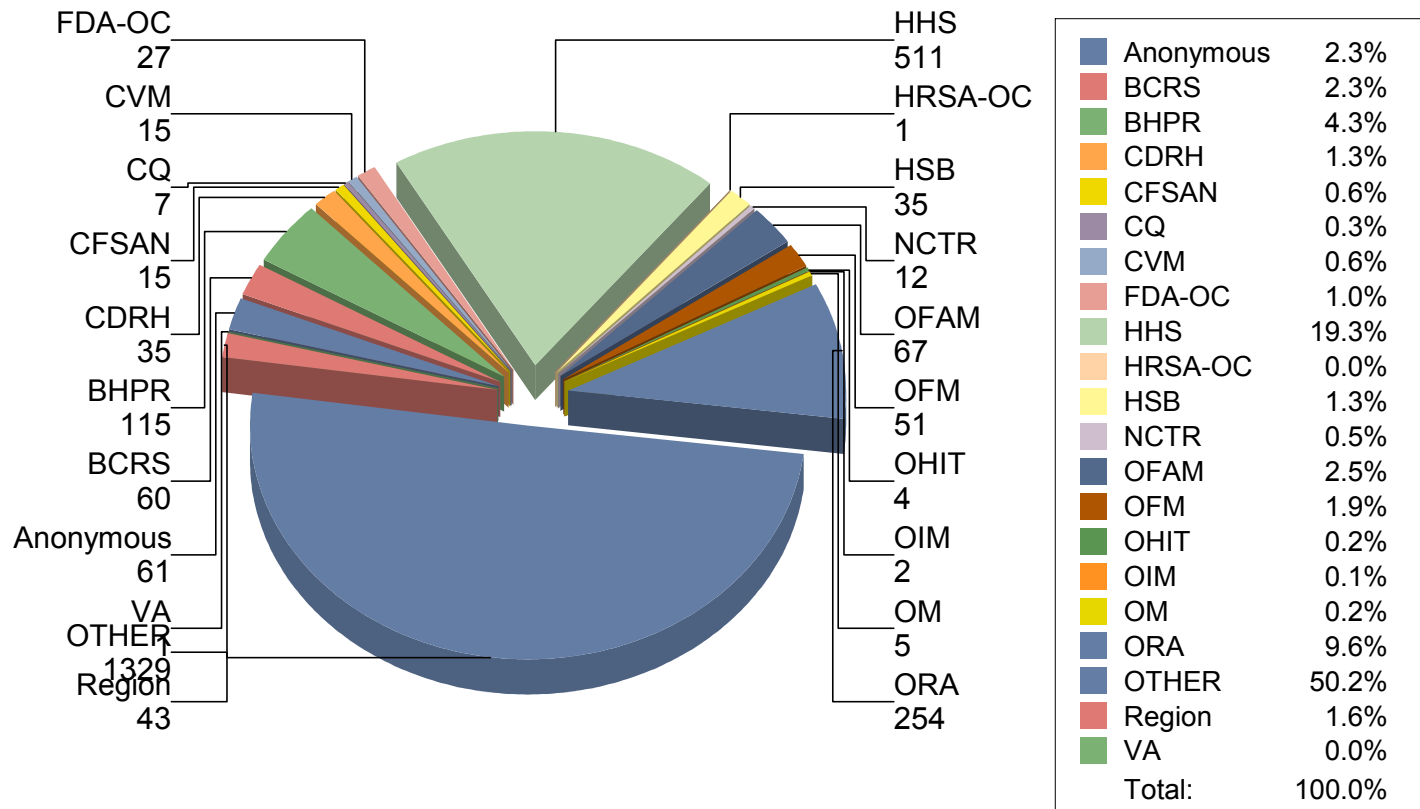
Non NIH Tickets - By Category Summary and Organization

For 09/01/2008 to 09/30/2008

Snapshot Date: 10/1/2008

Total Tickets: 2,650

Tickets by Non NIH



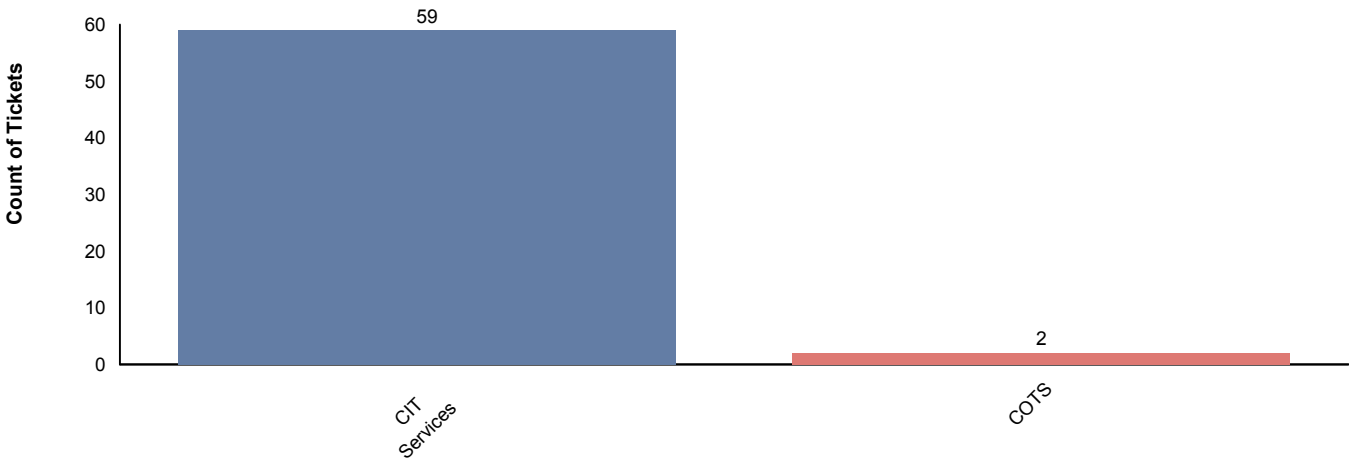
Non NIH Tickets - By Category Summary and Organization

For 09/01/2008 to 09/30/2008

Tickets By Category Summary

For Anonymous

Total Tickets: 61



Anonymous		61
CIT Services		59
Email	1	
General Information	57	
Wireless Services	1	
COTS		2
Application Support	2	

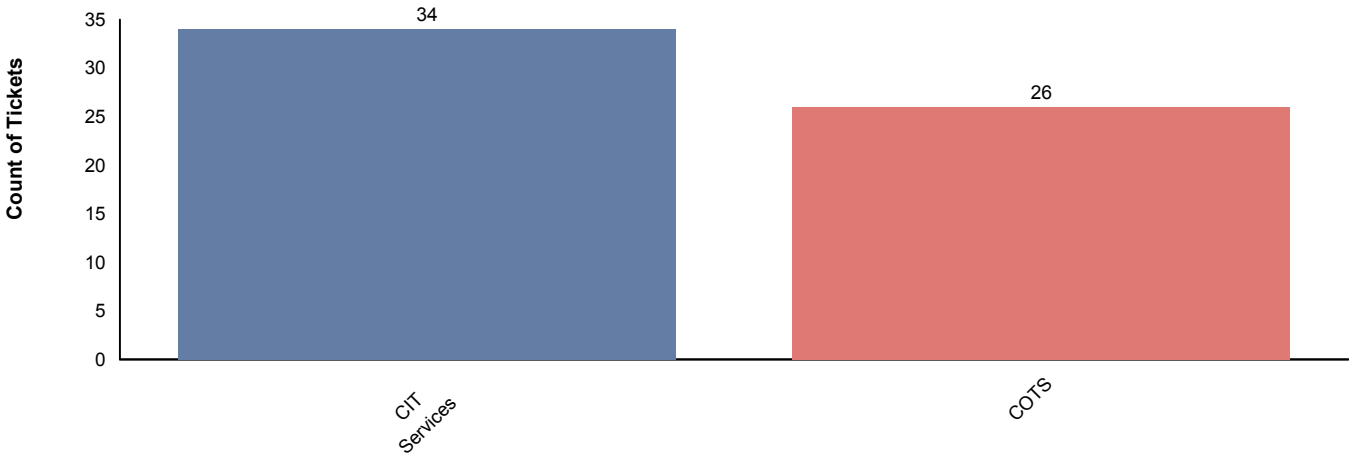
Non NIH Tickets - By Category Summary and Organization

For 09/01/2008 to 09/30/2008

Tickets By Category Summary

For BCRS

Total Tickets: 60



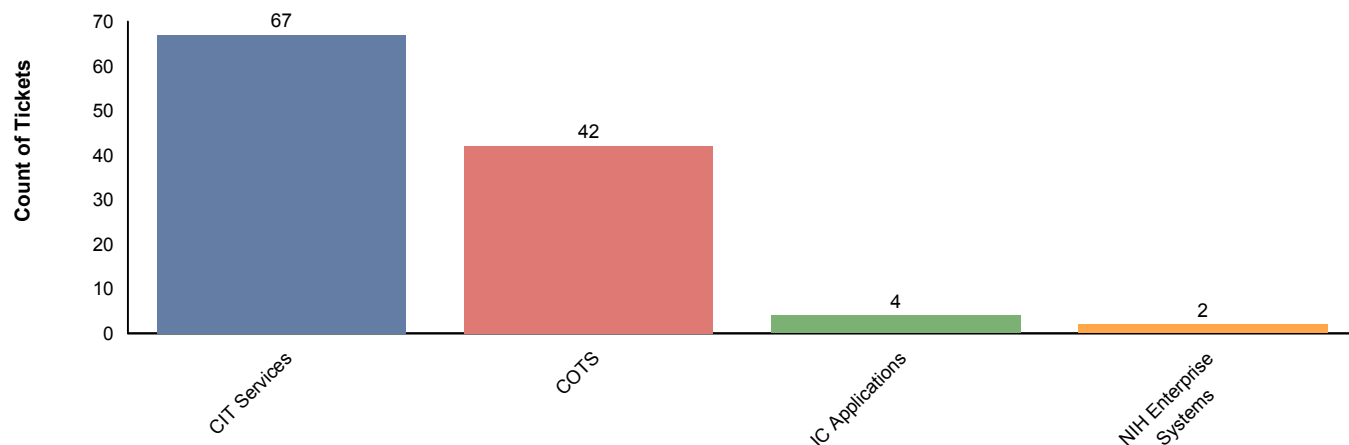
BCRS		60
CIT Services		34
Accounts	18	
Back Office Support	6	
CIT Categories Remedy	1	
Connectivity	2	
Email	6	
General Information	1	
COTS		26
Application Support	8	
Hardware	18	

Non NIH Tickets - By Category Summary and Organization

For 09/01/2008 to 09/30/2008

Tickets By Category Summary
For BHPR

Total Tickets: 115



BHPR 115

CIT Services

67

Accounts	31
Back Office Support	9
CIT Categories	1
Email	20
General Information	4
Wireless Services	2

COTS

42

Application Support	10
Hardware	32

IC Applications

4

Local LAN	3
Web Site Issue (non-CIT)	1

NIH Enterprise Systems

2

GovTrip User Call	1
ITAS	1

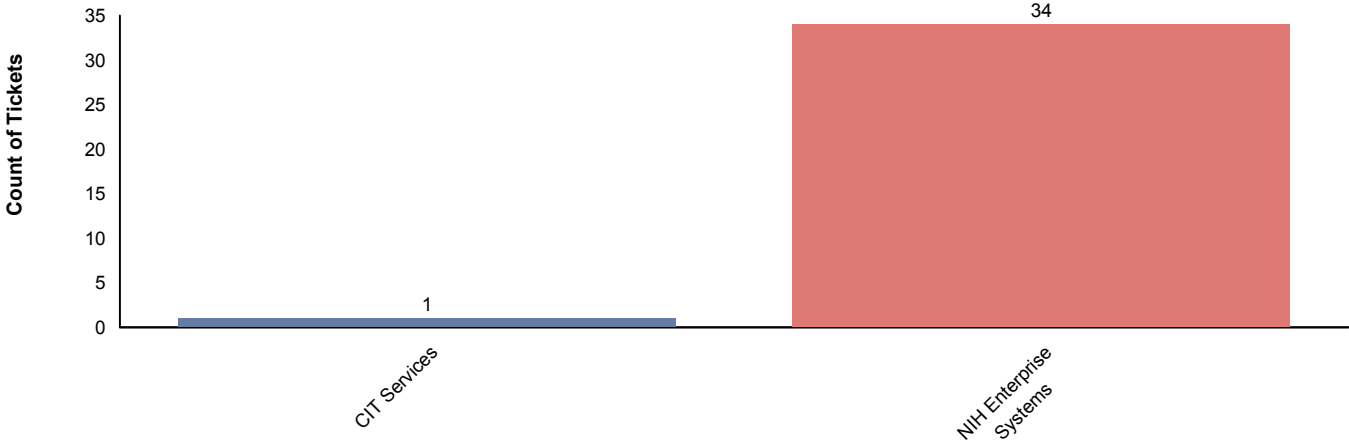
Non NIH Tickets - By Category Summary and Organization

For 09/01/2008 to 09/30/2008

Tickets By Category Summary

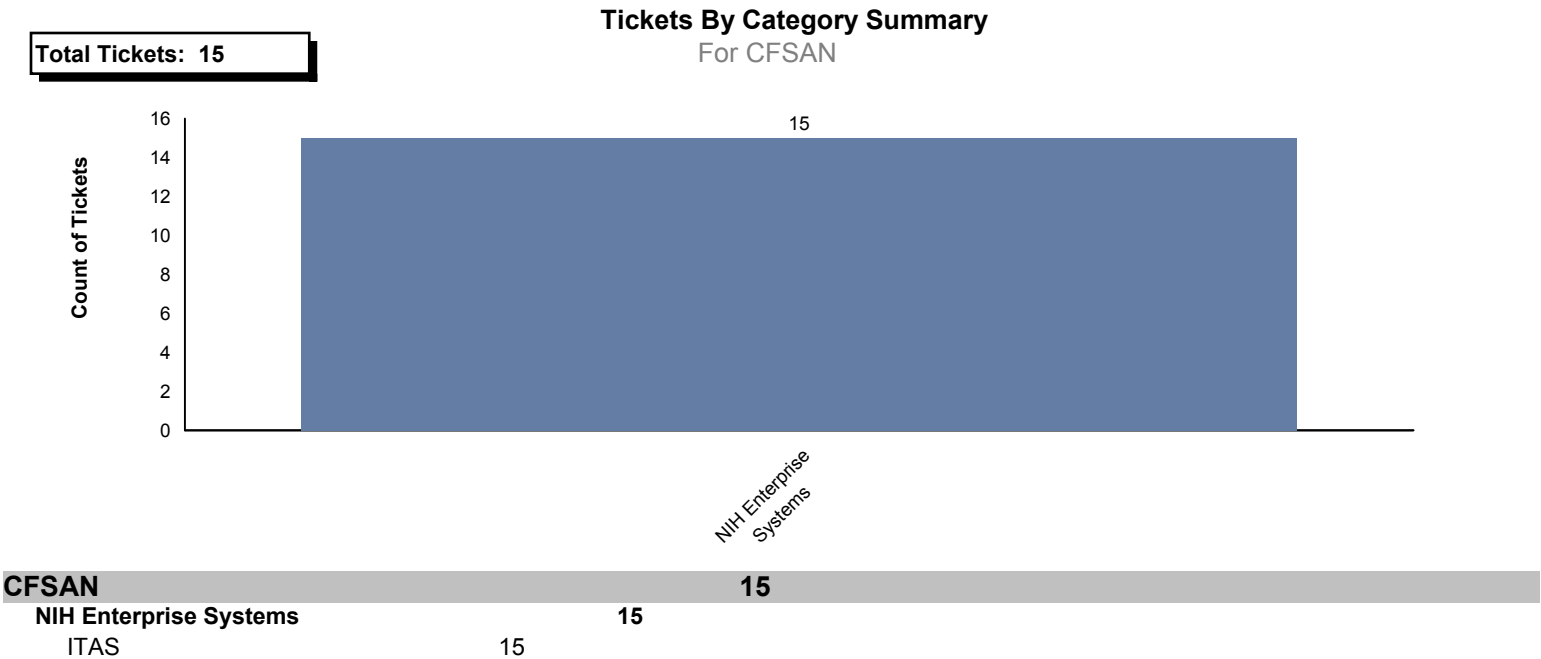
For CDRH

Total Tickets: 35



CDRH		35
CIT Services		1
General Information	1	
NIH Enterprise Systems		34
ITAS	34	

Non NIH Tickets - By Category Summary and Organization
For 09/01/2008 to 09/30/2008



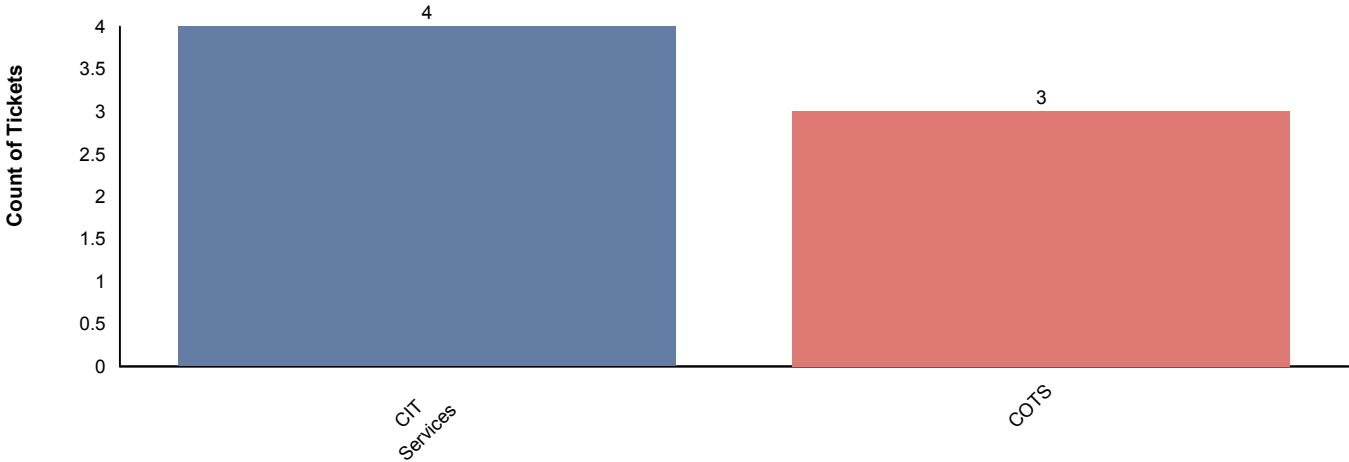
Non NIH Tickets - By Category Summary and Organization

For 09/01/2008 to 09/30/2008

Tickets By Category Summary

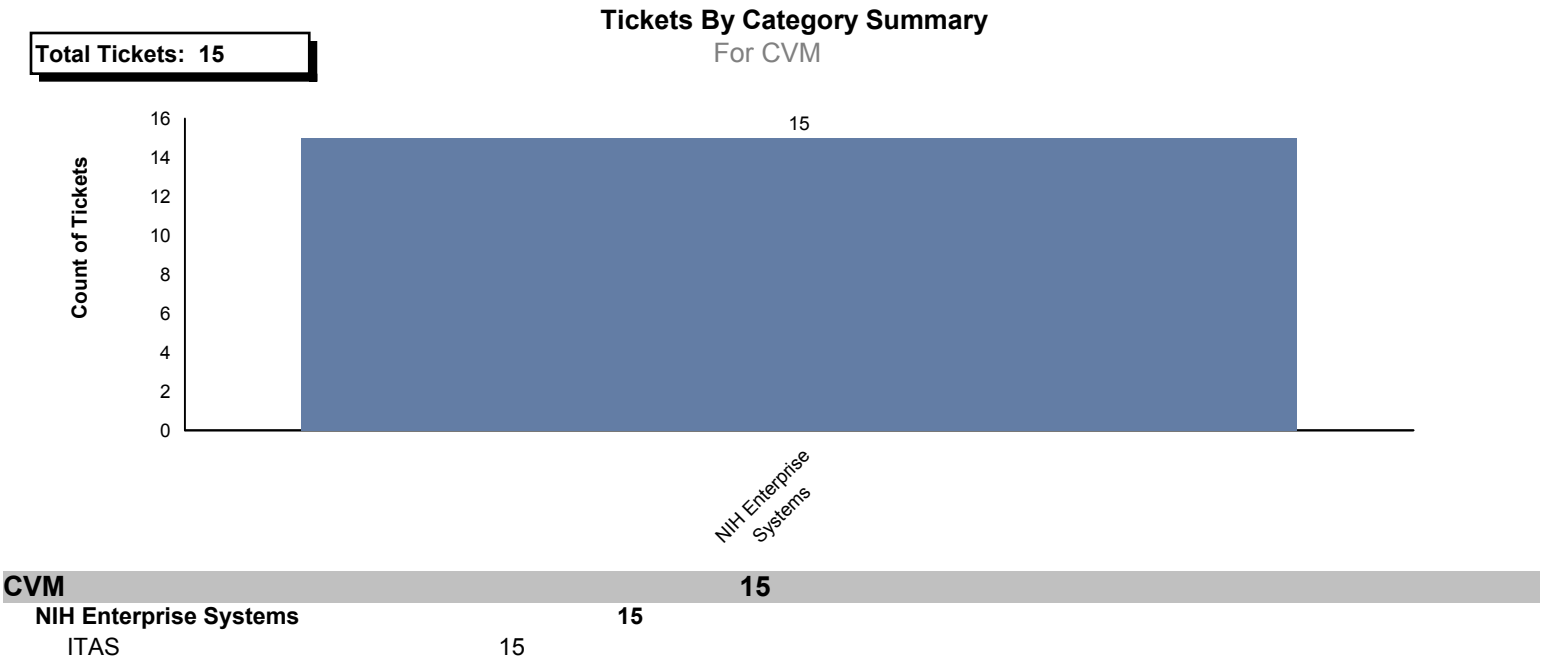
For CQ

Total Tickets: 7



CQ			7
CIT Services			4
Back Office Support	1		
Conference Room Support-Equipme	1		
Email	1		
General Information	1		
COTS			3
Hardware	3		

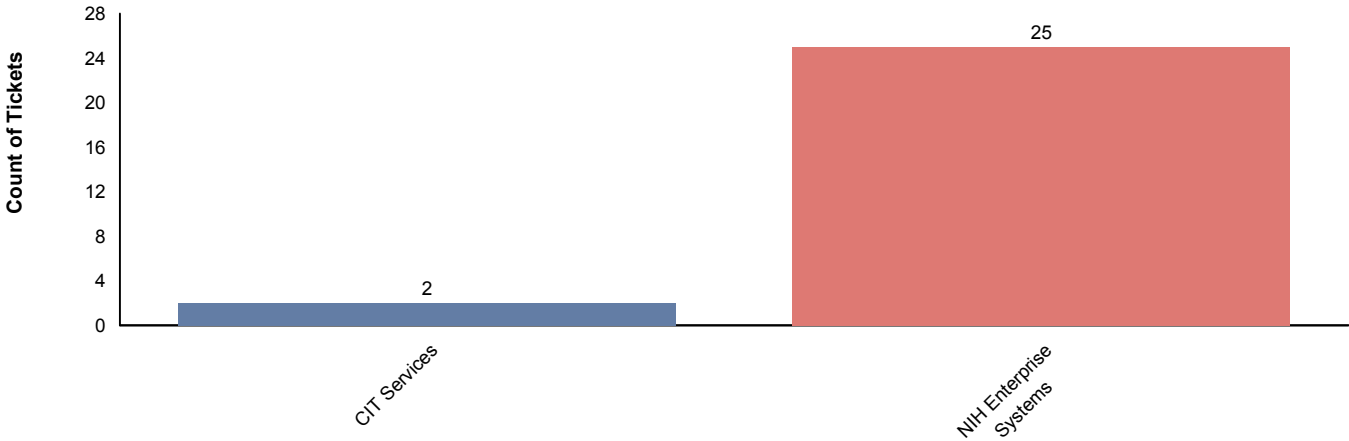
Non NIH Tickets - By Category Summary and Organization
For 09/01/2008 to 09/30/2008



Non NIH Tickets - By Category Summary and Organization
For 09/01/2008 to 09/30/2008

Tickets By Category Summary
For FDA-OC

Total Tickets: 27



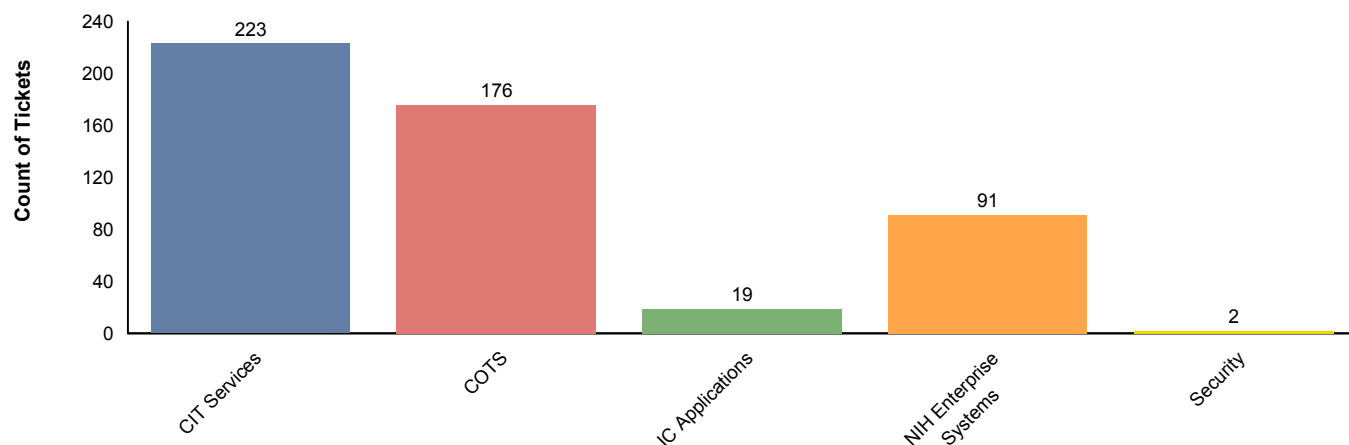
FDA-OC			27
CIT Services			2
CIT Categories			1
Video			1
NIH Enterprise Systems			25
ITAS			25

Non NIH Tickets - By Category Summary and Organization

For 09/01/2008 to 09/30/2008

Tickets By Category Summary
For HHS

Total Tickets: 511



HHS

511

CIT Services

223

Accounts	77
Back Office Support	32
CIT Categories	2
CIT Categories-Aspect	1
Connectivity	6
Email	46
General Information	10
Hardware-Phones	2
Helix Support	3
iSDP/Software Distribution	1
NIHnet	3
OS/390	3
Telecommunications	4
Training	2
Video	7
Wireless Services	24

COTS

176

Application Support	72
Hardware	104

IC Applications

19

CC Technical Operations	4
Local LAN	2
Web Site Issue (non-CIT)	13

NIH Enterprise Systems

91

eRA-DB	47
eRA-Grants Management	1
eRA-IMPAC II	32
eRA-Infrastructure	1
eRA-Software BA	2
GovTrip User Call	2
ITAS	3
NBS-User Call	1
NED	1
NIH Services	1

Security

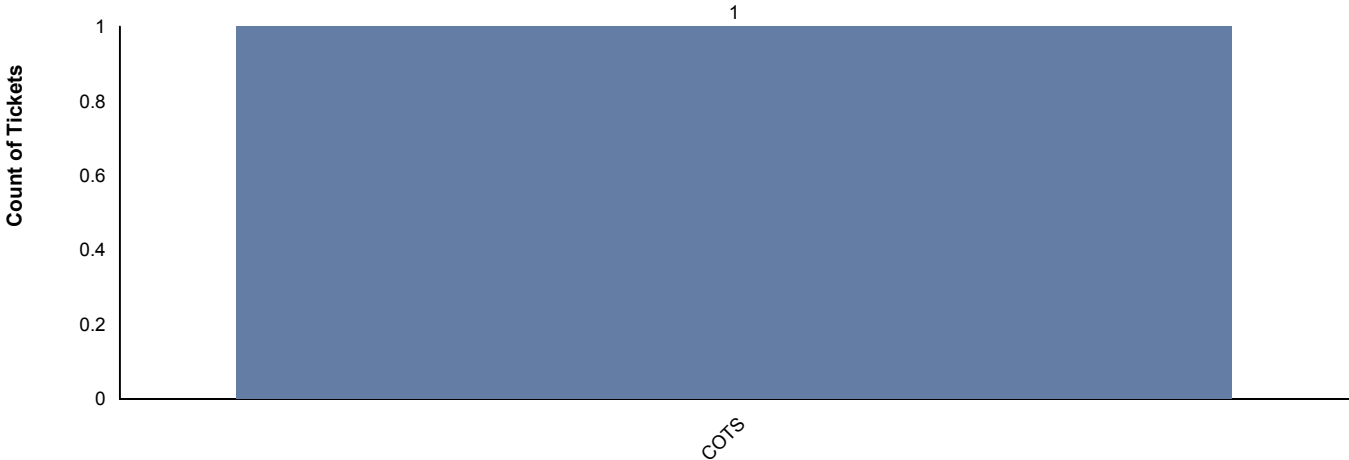
2

Security	2
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Non NIH Tickets - By Category Summary and Organization
For 09/01/2008 to 09/30/2008

Tickets By Category Summary
For HRSA-OC

Total Tickets: 1



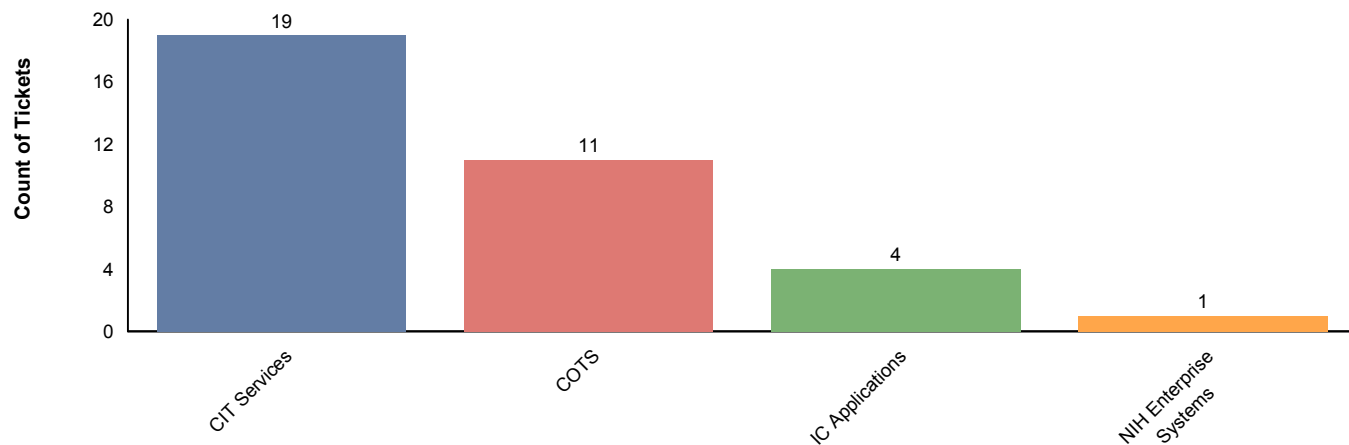
HRSA-OC	1
COTS	1
Hardware	1

Non NIH Tickets - By Category Summary and Organization

For 09/01/2008 to 09/30/2008

Tickets By Category Summary
For HSB

Total Tickets: 35



HSB

35

CIT Services

19

Accounts	8
Back Office Support	1
CIT Categories	1
Email	9

COTS

11

Application Support	4
Hardware	7

IC Applications

4

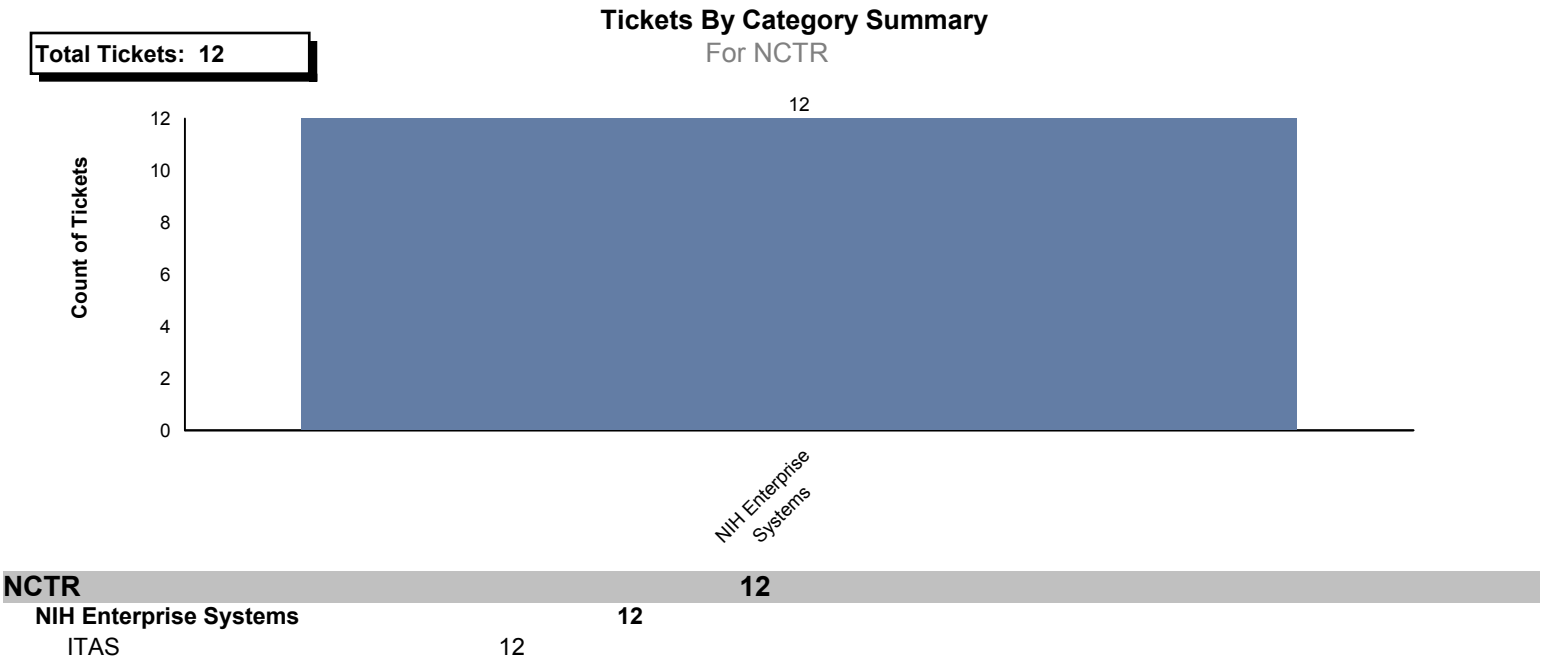
Local LAN	1
Web Site Issue (non-CIT)	3

NIH Enterprise Systems

1

GovTrip User Call	1
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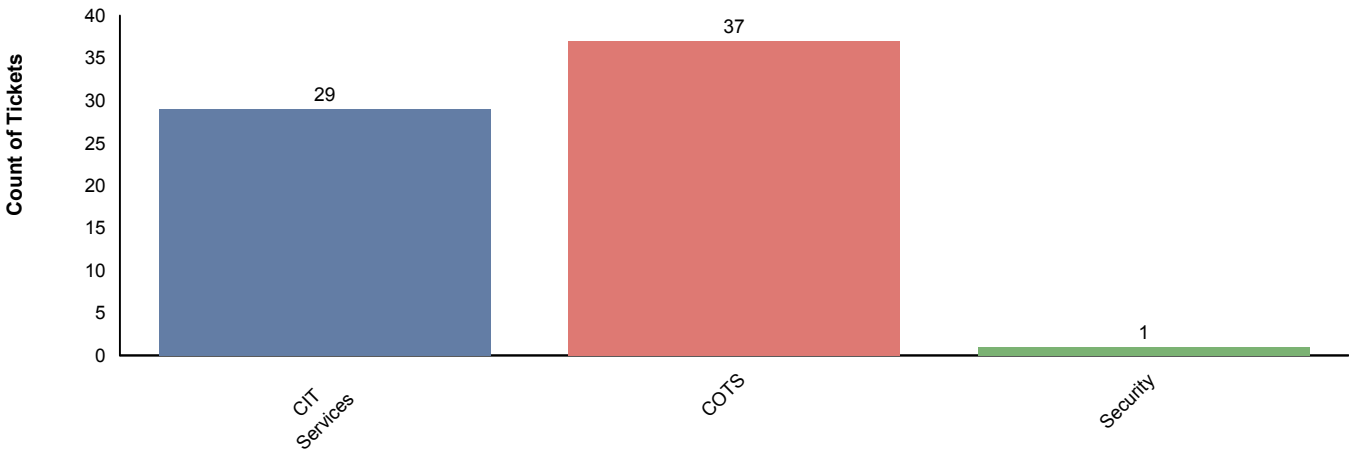
Non NIH Tickets - By Category Summary and Organization
For 09/01/2008 to 09/30/2008



Non NIH Tickets - By Category Summary and Organization
For 09/01/2008 to 09/30/2008

Tickets By Category Summary
For OFAM

Total Tickets: 67



OFAM			67
CIT Services			29
Accounts	16		
Back Office Support	4		
Connectivity	1		
Email	7		
General Information	1		
COTS			37
Application Support	9		
Hardware	28		
Security			1
Anti Virus SW	1		

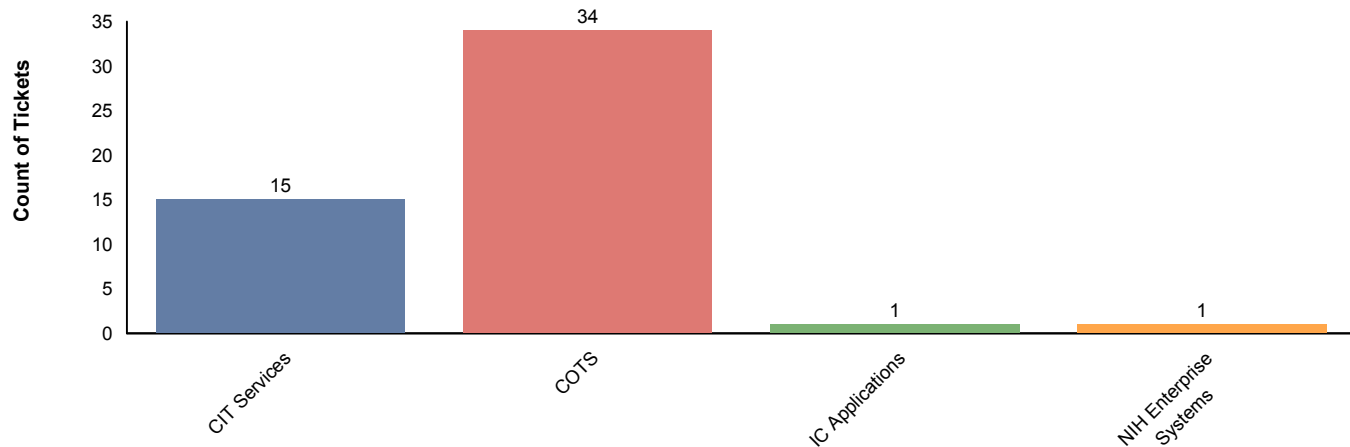
Non NIH Tickets - By Category Summary and Organization

For 09/01/2008 to 09/30/2008

Tickets By Category Summary

For OFM

Total Tickets: 51



OFM

51

CIT Services

15

Accounts	6
Back Office Support	4
Email	3
General Information	1
Hardware-Phones	1

COTS

34

Application Support	8
Hardware	26

IC Applications

1

Web Site Issue (non-CIT)	1
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NIH Enterprise Systems

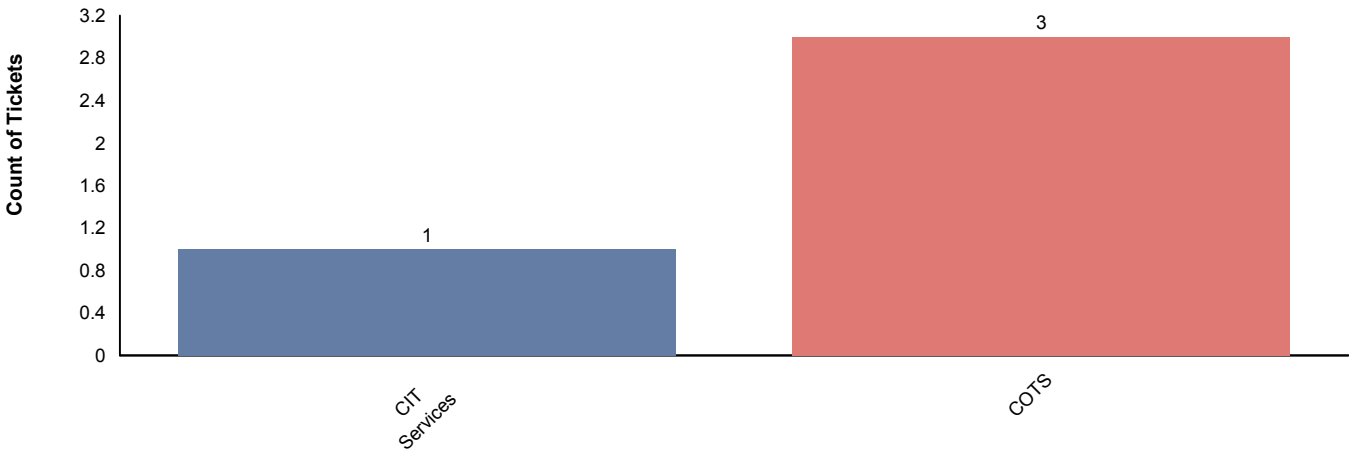
1

ITAS	1
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Non NIH Tickets - By Category Summary and Organization
For 09/01/2008 to 09/30/2008

Tickets By Category Summary
For OHIT

Total Tickets: 4

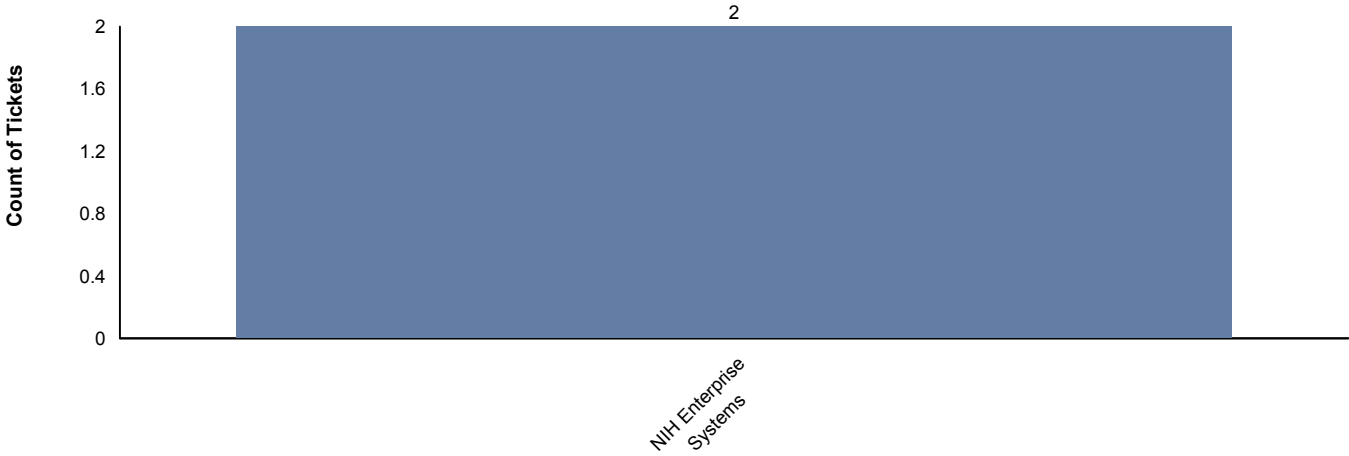


OHIT	4	
CIT Services	1	1
Accounts	1	
COTS		3
Hardware	3	

Non NIH Tickets - By Category Summary and Organization
For 09/01/2008 to 09/30/2008

Tickets By Category Summary
For OIM

Total Tickets: 2



OIM			2
NIH Enterprise Systems			2
Capital HR Security	1		
ITAS	1		

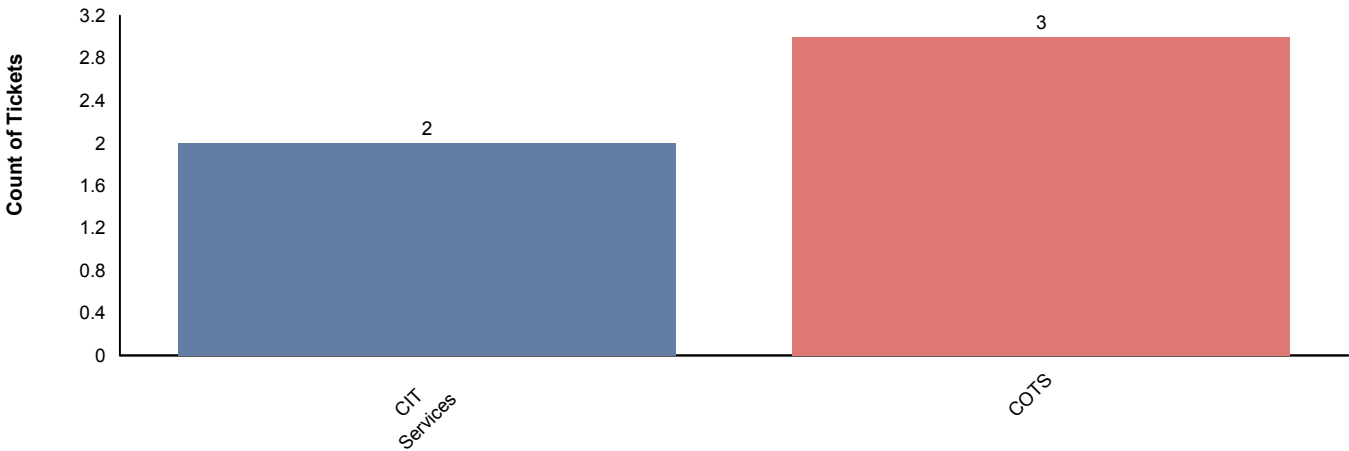
Non NIH Tickets - By Category Summary and Organization

For 09/01/2008 to 09/30/2008

Tickets By Category Summary

For OM

Total Tickets: 5



OM	5	
CIT Services		2
Accounts	1	
Email	1	
COTS		3
Application Support	2	
Hardware	1	

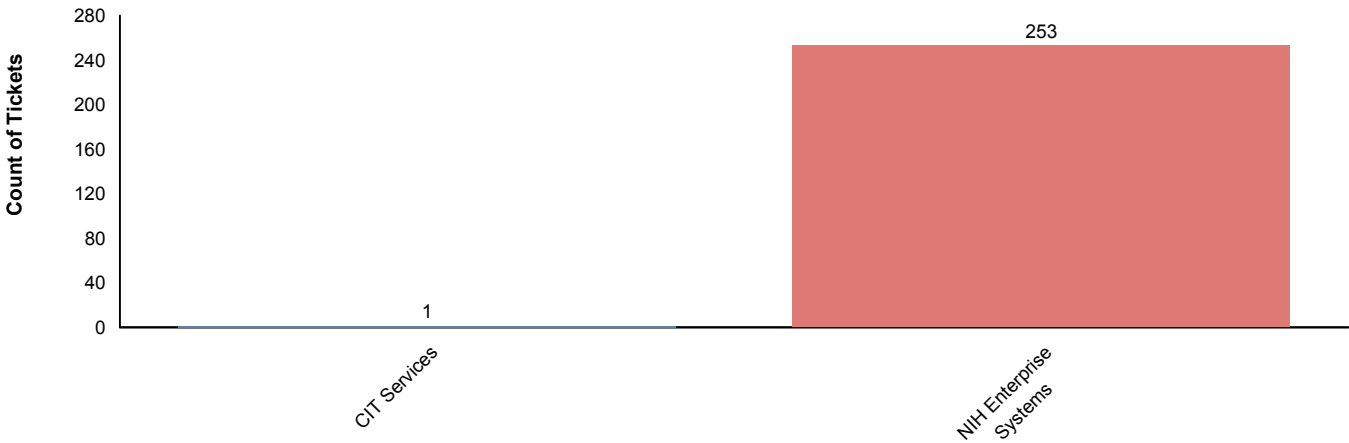
Non NIH Tickets - By Category Summary and Organization

For 09/01/2008 to 09/30/2008

Tickets By Category Summary

For ORA

Total Tickets: 254



ORA	254
CIT Services	1
Accounts	1
NIH Enterprise Systems	253
ITAS	253

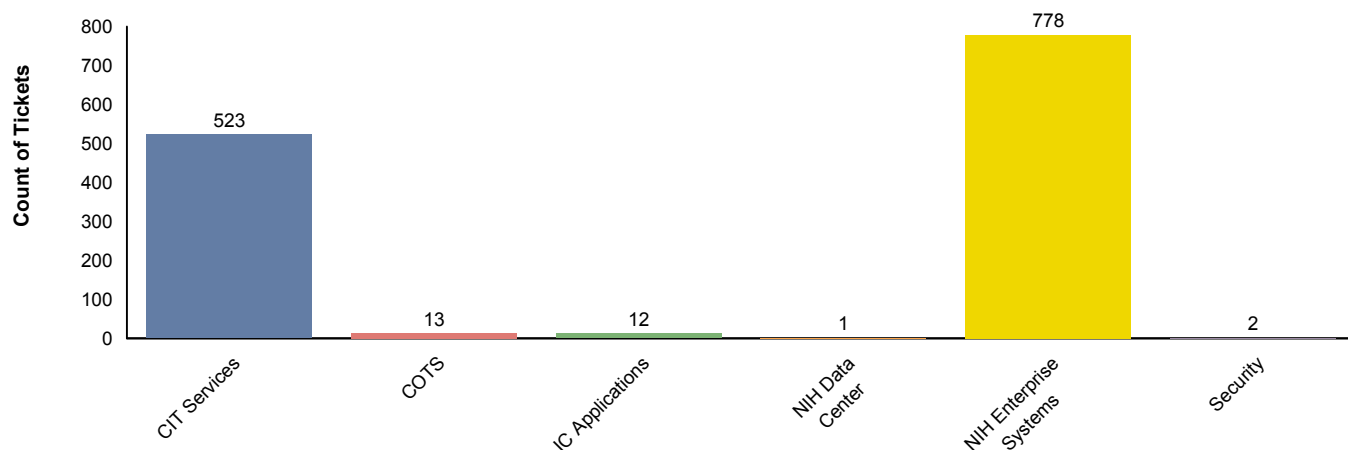
Non NIH Tickets - By Category Summary and Organization

For 09/01/2008 to 09/30/2008

Tickets By Category Summary

For OTHER

Total Tickets: 1,329



OTHER		1,329
CIT Services		523
Accounts	144	
Back Office Support	2	
CIT Categories	146	
CIT Categories-General Information	1	
Conference Room Support-Equipme	1	
Connectivity	3	
Email	109	
General Information	93	
iSDP/Software Distribution	1	
NIHnet	2	
OS/390	6	
Pubs	1	
Telecommunications	1	
Training	3	
Video	8	
Wireless Services	2	
COTS		13
Application Support	7	
Hardware	6	
IC Applications		12
CC Clinical Applications	2	
CC Technical Operations	1	
Web Site Issue (non-CIT)	9	
NIH Data Center		1
NIH Data Center	1	
NIH Enterprise Systems		778
ADB	1	
eRA-COMMONS	500	
eRA-DB	2	
eRA-External	239	
eRA-Grants Management	8	
eRA-IMPAC II	9	
eRA-Infrastructure	1	
eRA-Referral and Review	8	
eRA-Reporting	4	
ITAS	2	
NBS-User Call	3	
NIH Services	1	

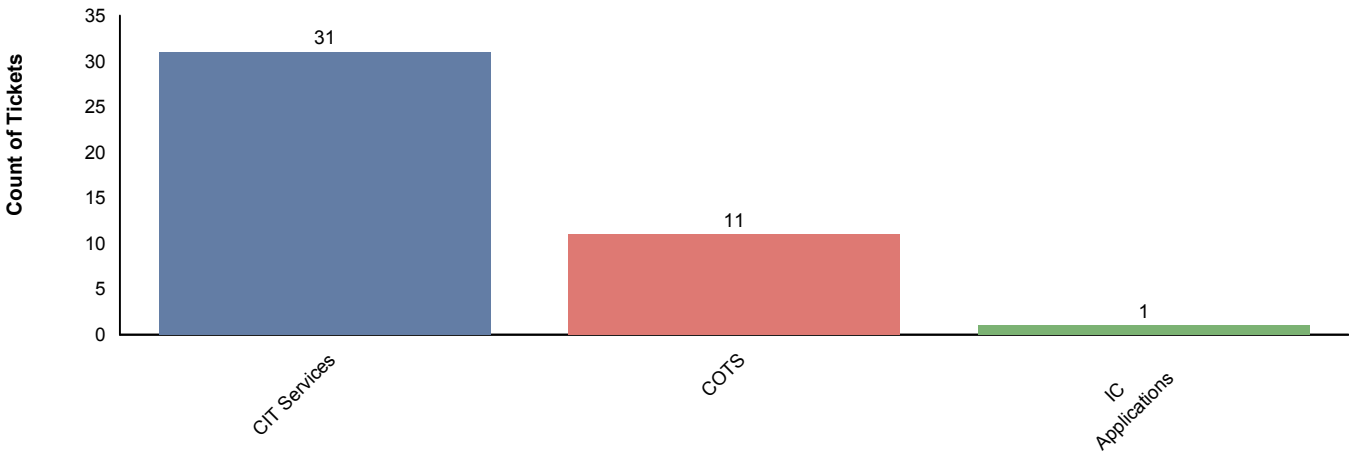
Non NIH Tickets - By Category Summary and Organization

For 09/01/2008 to 09/30/2008

Tickets By Category Summary

For Region

Total Tickets: 43



Region			43
CIT Services			31
Accounts	20		
Email	5		
General Information	2		
Wireless Services	4		
COTS			11
Application Support	10		
Hardware	1		
IC Applications			1
Web Site Issue (non-CIT)	1		

Non NIH Tickets - By Category Summary and Organization
For 09/01/2008 to 09/30/2008

